GREATER BENGALURUAUTHORITY

Request For Proposal

Setting up and Managing Citizen Assistance Cell and Unified Tapal System for Bengaluru East City Corporation (BECC) on turnkey basis

Greater Bengaluru Authority (GBA)
Bengaluru East City Corporation,
Opp to Phoenix Mall, Mahadevapura, Bengaluru,
Karnataka

Ph. No. 9448676356, E-mail: eeprojectmz@gmail.com

Ref No: BECC/PR/EE(MP&CS)/10/2025-26 **Date:** 19-02-2026

SHORT-TERM E-TENDER NOTIFICATION

Sub: Setting up and Managing Citizen Assistance Cell and Unified Tapal System for Bengaluru East City Corporation (BECC) on turnkey basis which includes supply of operational equipment's, infrastructure setup, maintenance and manpower Deployment.

E-Tender (Two bid systems – Technical and Financial bids) by QCBS Method are hereby invited from interested agencies for the following work/services and period as per the Terms of Reference described in this notification.

Description of Work/Service	Period	Earnest Money Deposit
Implementation and Operationalization of Unified Tapal System for BECC with the following scope: a) Multilingual Customer Support Representatives (Kannada, English and Hindi). b) Enquiry/Complaint Handling along with Self Help Interactive Voice Response System. c) Computer Technology Integration (CTI) including Desktop systems with100% Voice Recording (for quality & training purposes). d) Infrastructure Supply for Tapal System (Scanners, Computers, sofa set, coffee machine, water dispenser, digital displays, tables and chairs) e) Setup of Queue Management System (Token Generation & Announcement) f) Quality Assurance Compliance with GBA's Paperless Office Initiative and E-office Standards g) Data Security, CCTV Installation, and Physical Document Archiving h) Equipment Maintenance and Technical Support **Note:** All infrastructure including computers, scanners, displays, furniture and equipment shall be provided by the successful bidder. Building infrastructure (space, power, AC, internet backbone) will be provided by Bengaluru East City Corporation (BECC). * *This tender duration is for 2 years initially and may be extendable at 1 year based on satisfactory performance and evaluation by BECC. BECC reserves the right to modify scope, increase/decrease seats, or terminate contract at any time with written notice*	3 Years	———

Tender should be submitted electronically through the E-Procurement portal https://kppp.karnataka.gov.in of the Government of Karnataka. Last date for applying is 02-03-2026 up to 4:00 Hours.

Sd/-
Commissioner (BECC)

PREVIEW OF SHORT-TERM E-TENDER

Name of the Work/Service	Setting up and Managing Citizen Assistance Cell and Unified Tapal System for Bengaluru East City Corporation (BECC) on turnkey basis.
Tender Reference No. (ToR)	**Ref No:** BECC/PR/EE(MP&CS)/10/2025-26
Date from which Bid document is ready for download through E-Procurement Portal of Government of Karnataka	23-03-2026 at 10.00 AM
Last date and time for uploading of tender in E-Procurement platform	30-03-2026 at 16.00Hrs
Estimated Cost Value	Rs.300.00 Lakhs (for 2 years)
Time and date of Pre-bid meeting	24-03-2026_at 15.00 Hrs
Time and date of opening of Technical Bid and Technical Evaluation	01-04-2026 at 16.30Hrs on wards
Time and date of opening of Financial Bid	After completion of Technical Bid
Place of opening of Tenders and Address for communication	Office of the Executive Engineer (MP&CS), Old Madras Road, K.R.Puram, Bengaluru East City Corporation, Bengaluru : 560 036.

Sd/-
Commissioner (BECC)

1. Introduction

The Bengaluru East City Corporation, Greater Bengaluru Authority has initiated a vision project of setting up a IT based response and Citizen Assistance cell for the GBA and its various Boards and Societies in the State of Karnataka. Citizen Assistance cell shall cater various needs of citizens in availing (G2C) services of various departments under GBA and its various Boards and Societies in the State of Karnataka. Also, GBA has initiated the transition toward a paperless office through digitization of records, implementation of Document Management Systems (DMS) storage, and enhanced retrieval capabilities. As part of executing this workflow, the immediate next step is the implementation of the Unified Tapal System. This system will serve as the foundational phase in operationalizing the paperless office initiative, ensuring that all incoming correspondence is managed transparently and efficiently with proper queue management, digitization, and archival.

BECC has taken the first step toward digital transformation by issuing directives for the implementation of a fully paperless office system. This tender invites proposals for establishing a comprehensive Unified Tapal System that includes:

a) Unique phone number common across the State of Karnataka
b) Timely access to Information / G2C services
c) Local language capability
d) Grievance handling
e) Provide service tracking information
f) Queue Management System with token announcement capability
g) Counter Operations using high-speed document scanning and digitization equipment (A0-A4/Legal formats)
h) Real-time Receipt creation in E-Office and acknowledgment System
i) Digital archival and retrieval capabilities
j) Comprehensive reporting and MIS generation

The system will be established at BECC headquarters with scalable capacity to serve all divisions and departments. All incoming documents (petitions, applications, letters) will be received through a unified single point of contact, properly indexed and documented with alphanumeric barcodes and date-time stamps, and then uploaded to the E-Office interface for further processing.

2. SCOPE OF WORK

2.1 Overview

a) Establishment of IT based response system cum helpline with latest state of the art technology with

a. Multilingual Customer Support Representatives (Kannada, English and Hindi)
b. Enquiry / Complaint Handling
c. Self-Help Interactive Voice Response System.
d. Computer Telephony Integration (CTI)
e. 100% Voice Recording (for quality and training purposes)

b) The successful agency should provide 14 human resources seats (8-Call Centre Executives Including Buffer, 2-Social Media Executives Including Buffer, 3-Citizen Grievance Executives Including Buffer, 1-Team Leader Including Buffer) to start with, scalable to at least 40 human resources seats. GBA reserves the right to increase or decrease the number of seats depending upon the traffic pattern. Service levels should not be impacted with the increase in number of seats.

c) Call Centre agency shall increase the number of seats if the calls exceed 60 incoming/outgoing calls per seat per day, intimating the need for such increase to the GBA its various Boards and Societies in the State of Karnataka. The Department reserves the right to increase or decrease the number of seats depending upon the traffic pattern.

d) The agency should provide the salary to the employees as per the below fixed remuneration.

e) The Centre shall operate on all days Excluding holidays. The timings can be altered according to the requirement from time to time. The number of seats to be occupied for the shift will be specified by GBA.

f) The agency shall develop and maintain the dialer software, hardware and office terminals, etc., required for the effective functioning of the Call Centre.

g) The agency shall hire, train, pay for and manage the personnel required for addressing the call center requirements specified in this RFP

h) The agency shall have one dedicated Team Leader in both the shifts of 8 hours each, also the same Team Leader shall co-ordinate as

Manager with the department for that particular shift.

i) The following specific item costs shall be included in the bid price quoted by the agency:

A. Establishment of the call centre set-up.

B. Equipment's installed within call centre.

C. Operation and maintenance of call centre set-up.

D. Setting up and operationalizing IVRS

F. MIS report generation.

Service provider has to Provide Computer systems, all other required hardware and software systems, Servers, manpower and has to maintain other related equipment's etc.,

The successful bidder shall setup IT based response system cum call centre facilities at his own premises and all the infrastructure cost should be bared by the Bidder.

The scope of work for the Unified Tapal System encompasses the complete infrastructure setup, practical implementation, and operationalization of an integrated public management using a queue system and announcement, document/correspondence indexing, stamp, digital copy creation, E-office receipts creation, and acknowledgment generation at the GBA or BECC Headquarters. The successful agency shall provide comprehensive infrastructure, manpower, systems, and services to establish a modern unified receipt system that manages all incoming correspondence from multiple sources (public, postal, email/grievance, court) through a standardized, digitized workflow that integrates seamlessly with the Government of Karnataka e-office platform.

The Unified Tapal System shall incorporate the following key components:

a) Queue Management System with automated token generation and announcement system for organized public management

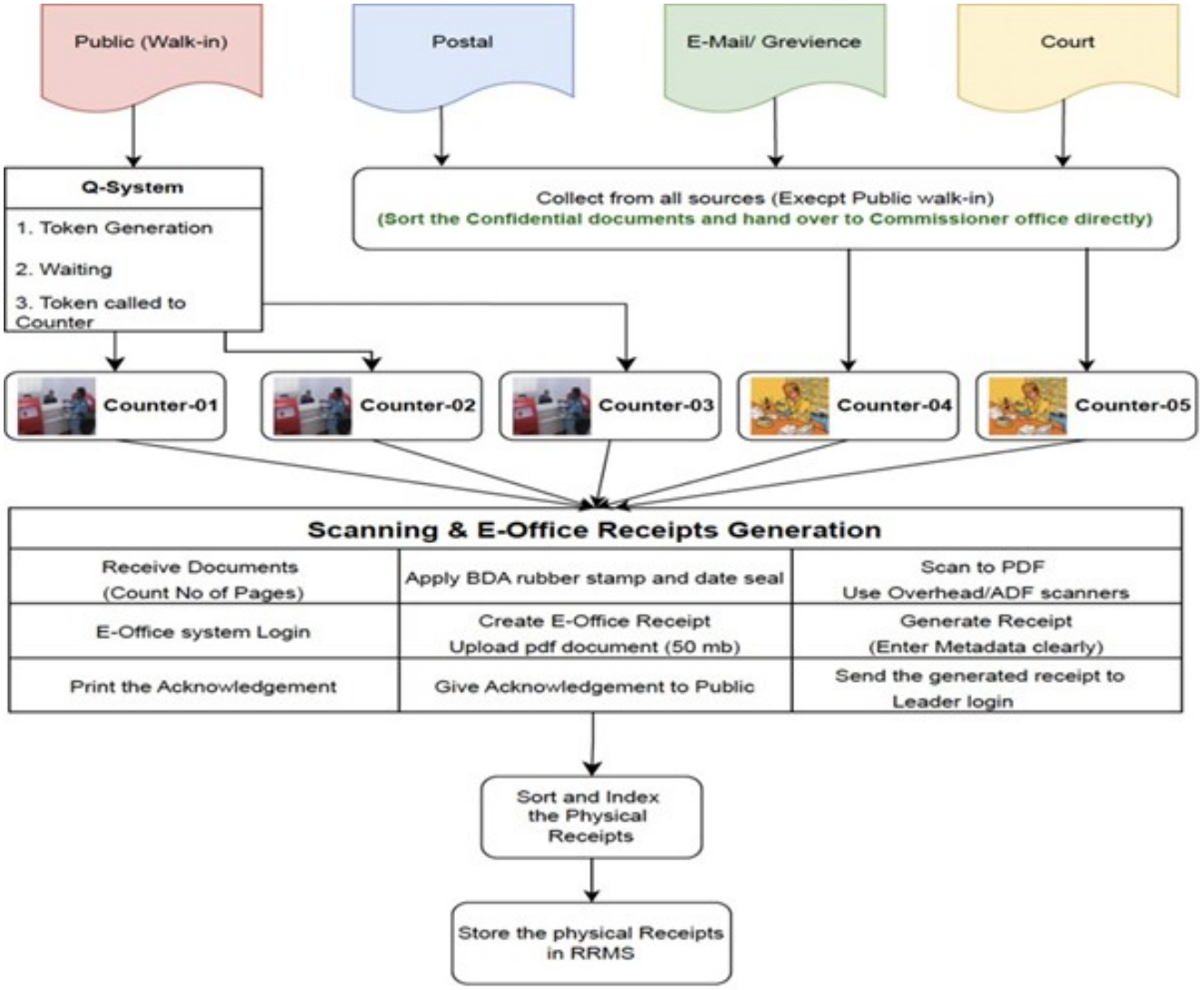
b) Infrastructure Supply, including computers, scanning equipment, network systems, furniture, digital displays, and CCTV

c) Workflow Implementation for inbound Tapal from all sources as per the standardized GBA process flow

d) Management Information System (MIS) Reporting with weekly and monthly
performance metrics

e) This complies fully with the GBA's paperless office initiative and adheres to the Government of Karnataka's e-office standards. (The draft Tapal system workflow is provided below; please note that it may change dynamically as determined by GBA officials based on

requirements.)



3. Requirements from the Agency:

Part-A: Manpower Requirements

Sl No	Particulars of Work Force	Remuneration per Person (in Rs.)	Refreshments Charges (in Rs.)	HR/ Training/ Administartion (in Rs.)	Provident Fund Employer Contribution (in Rs.)	Total (Month/seat)	GST @ 18%	Total Billing After GST per Month	Employees	Total	Total Billing After GST per Month
1	**Call Centre Executives Including Buffer**	25,000	3,000	2,750	1,950	32,700	5,886	**38,586**	8	3,08,688	5,77,964
2	**Social Media Executives Including Buffer**	30,000	3,000	2,750	1,950	37,700	6,786	**44,486**	2	88,972	
3	**Citizen Grievance Executives Including Buffer**	28,000	3,000	2,750	1,950	35,700	6,426	**42,126**	3	1,26,378	
4	**Team Leader Including Buffer**	38,000	3,000	2,750	1,950	45,700	8,226	**53,926**	1	53,926	

Note:

1. Any additional requirement of consumables will be intimated by the department for procurement and the amount for such consumables will be paid additionally by the department.
2. Applicable GST will be paid by this office.

Part-B: Tapal System Infrastructure & Equipment

Sl. No	Items Description	Qty. Required
1	**Desktop Rental with Infrastructure**	6
2	**Rental for Cloud based Server for Automatic Call Distribution:**	6
3	**Head Phones Rental** USB Headsets with Noise Cancellation USB COMPUTER HEADSET with ADJUSTABLE HEADBAND	4
4	**Server for CRM:** Core i5 gigabyte mother board, 16 GB RAM, 1 TB Hard disk, 512 GB SSD, Windows OS, 22inch Monitor with Manufacturer Warranty	1
5	**CRM Development & Integration (per Annum) (as per the initial Discussion):** • Call History & Recording with Desktop Call Notification • Report Management • Updates and Comments Management	1
6	**SMS Gateway Registration with 1 Lakh SMS:**	1
7	**Smart Mobile Phone with latest technologies**	1
8	**All-in-one MFP Printer:** Print, Scan, Copy / Recommended monthly print volume: 500 - 2500 pages / Print Resolution: 1200 x 1200dpi	2
9	**Overhead Scanner:** A3/A4/Legal – Multi-sheet ADF, high-speed (40 ppm), automatic page feeder, USB connectivity	2
10	**Queue Management System (Complete):** Token generation, display, announcement system, software, installation	1
11	GBA Date/Time Seals (Various types with ink pad)	2
12	Document Barcoding & Indexing Labels (per 10,000 units)	1
13	**CCTV System (Complete):** Minimum 8-camera installation, 1080p resolution, DVR/NVR with 30-day storage, monitoring software	1
14	Implementation, Installation & Training Charges per Annum	1

Note:

1. Price: The end price quoted shall include GST, cost of product, Components / sub-assemblies, transportation and delivery at the office. The above Equipment's should be genuine and should not contain used or any refurbished parts. GBA reserves the right to reject a tender if the bidder quoted unreasonably Low / high prices.
2. Delivery: Supplies and installation shall be completed within 30 days from the date of issue of Purchase order
3. Payment: 100% Payment of the total invoice value within 30 days from the date of supply, preliminary inspection and acknowledging and acceptance of the equipment.

Notes on Requirements from Agency:

1. All personnel shall be on the agency's payroll with proper statutory compliance (EPF, ESI, PT) Background verification and character clearance are mandatory before deployment
2. Professional conduct, dress code, and punctuality standards to be maintained
3. Leave management with adequate backup staff for contingencies
4. All equipment shall remain the property of the GBA and should be maintained well by the bidder during the contract period.
5. Warranty on all equipment shall be as per the Manufacturer.
6. Extended support contracts and AMC (Annual Maintenance Contract) to be included
7. Spare parts inventory to be maintained for quick replacement
8. EPF: Employer contribution as per the Provident Fund Act, 1952
9. ESI: Employer insurance coverage as per the Employees State Insurance Act, 1948
10. Professional Tax: As per state regulations
11. Labor Laws: Compliance with the Karnataka Shop and Commercial Establishments Act
12. Overhead Scanner: Minimum 300 DPI, batch processing for large documents (A0/A1/A2/A3/A4).
13. Computers: Windows 11 (Original License), sufficient RAM & SSD for e-office operations
14. CCTV: 24/7 recording with a minimum 30-day storage
15. UPS: Sufficient capacity to support critical systems (computers, servers, queue system)
16. Software should be fully compatible with the Government of Karnataka e-office standards, and Real-time integration with the e-office system, also security features, including access control and audit trails

4. Pre-Qualification cum Technical Evaluation Requirements

Only those responses meeting the following minimum pre-qualification criteria will be evaluated as per the marks given, for shortlisting and opening of financial bids:

1. The Bidder must be registered as a Firm (It can be Private Limited/LLP/Partnership Firm) and should have a Head office in Karnataka and have been operating for a period of at least 5 years from the date of publication of this tender (documentary evidence: Certificate of Incorporation or Form-C Labour registration Certificate).

2. The Bidder should have achieved an Annual Turnover of Rs 6.00 Crores in any two consecutive years during the last three preceding financial years, i.e., 2022-23, 2023-24, and 2024-25. Shall be supported by the Audited Balance Sheets, trading and Profit and Loss Account, and a certificate issued by a chartered accountant with UDIN No.

3. The Bidder should have handled similar works in providing manpower

services, in the preceding three financial years (2022-23, 2023-24, and 2024-25) to the Karnataka Government, semi-governmental undertakings, or other relevant entities. Shall be supported by the Purchase order, work order/ Completion certificate/ Performance certificate.

4. The Agency shall have a minimum of 100 Employees on roll, and the Previous month (January 2026) PF & ESI Returns with a paid challan shall be uploaded (Certificate from the HR of the Agency shall be submitted).

5. The Liquid Assets as on before submission of the bid consisting of Cash at Bank + Term Deposits + availability of fund-based credit facility in any Nationalized/ Scheduled Bank shall not be less than 50% of the amount put to tender (Certificate from any Nationalized/ Scheduled Bank shall be submitted).

6. The Bidder must have a Registered or Branch Office in the GBA region. Personnel proposed for deployment must be proficient in Kannada. The registered office document must be submitted.

7. The Bidder must not have defaulted in providing manpower services against contract orders placed by any PSU/GOVT Departments as of the bid submission date. Self-declaration by the Bidder shall be uploaded.

8. The bidder must submit the Last Three years' paid receipts of the Labour Welfare Fund, paid to the Welfare Commissioner, Karnataka Labour Welfare Board (Form D), for submission.

9. The service provider should not have been blacklisted by the GOI/GOK/any other undertakings.

10. The Bidder should have the following registrations:

    - Registration under Employees' Provident Funds,1952.
    - Registration under the Employees' State Insurance Act, 1948.
    - Registration under the Goods and Services Tax (GST).
    - Registration under Professional Tax.
    - Registration under the Shops and Commercial Establishments Act, 1961.

11. The Tenderer must have the necessary equipment to supply, install, and start the project immediately, including at least two A0+ to A2 overhead scanners and ten A3+ to A5 overhead scanners of required specifications and quality, with proof of ownership for evaluation.

12. The Bidder must submit a self-declaration letter explicitly stating their commitment and ability to supply, install, and commission all equipment, hardware, and necessary infrastructure required for the Unified Tapal System at the GBA Headquarters, Bengaluru, on or before the End of March 2026. Failure to provide this self-declaration

or to meet the stipulated delivery deadline will be considered grounds for bid rejection and may result in blacklisting from future procurements of GBA.

5. EVALUATION OF BIDS

Weightage-based Technical Evaluation Criteria for Shortlisting

Sl. No.	Eligibility Criteria	Max marks
1	The Bidder must be registered as a company (It can be Private Limited /LLP/Partnership Firm), should have a branch or regional office in GBA region, Bangalore, Karnataka and operating for a period of at least 05 years from the date of publish of this tender. *Operation for a period of at least 5 to 10 Years – 5 Marks. *Operation for a period more than 10 Years – 10 Marks.	10
2	The Bidder Should have achieved Annual Turnover of Rs. 6.00 Crores in any 2 years each during last three preceding financial years i.e., (2022-23, 2023-24, and 2024-25) (in manpower service and digitization operations only). Shall be supported by the Audited Balance Sheets, Trading/Profit and Loss Account, and certificate issued by the Chartered Accountant. *Meeting the minimum requirement – 5 Marks. *Annual turnover more than Rs.6.00 Crores – 10 Marks.	10
3	The Bidder should have handled minimum two similar works in providing the man power services along with necessary IT infrastructure in the preceding three financial years (2021-22, 2022-23, and 2023-24) to the Karnataka Government, semi-governmental undertakings, or other relevant entities. Shall be supported by the Purchase order / Work order/ Completion certificate/ Performance certificate. * Meeting the minimum requirement in similar Work – 10 Marks. * Handled minimum 3 or More similar works – 20 Marks. The Bidder should have successfully completed a minimum of one similar digitization project in the preceding three financial years (2022-23, 2023-24, and 2024-25). * Meeting the minimum requirement one similar digitization project – 5 Marks. * Handled minimum 2 or More similar works – 10 Marks.	30
4	The Bidder should have paid ESI & EPF Contribution within the stipulated due date in last Three years 2022-23, 2023-24, and 2024-25 as specified by the competent authorities. The Bidder shall upload the scanned copies of ESI & EPF Payment Challans to the concerned authority for the previous Three years 2022-23, 2023-24, and 2024-25. The Bidder should also provide portal login credentials to verify the EPF & ESI payments.	15
5	The Bidder should have ISO 9001-2015, ISO 37500:2014, ISO 30409:2016 certificates for providing Manpower Outsourcing as on before the Bid Published Date. * 5Marks for each Certificate - 15Marks	15

6	Methodology and Approach for overall implementation of project. A presentation in PDF should be submitted along with the bid. Presentation – 10 Marks. Methodology and Approach- 10 Marks.	20	
		TOTAL MARKS	**100**

Note: The bidder must score a minimum of 50 marks to qualify for the technical bid. The financial bid of the bidders will be opened only if they qualify in the technical criteria

5.1 EVALUATION OF BID

Evaluation of Bids as per the QCBS Method. The Technical and Financial Offers will be evaluated based on the two-cover system, as per the KTPP Act.

1. **Evaluation of Technical Bids:** The Bidders, whose technical offers are responsive to the minimum eligibility criteria prescribed with a minimum qualifying mark in each of the above criteria, with a total minimum mark of 60 for all the criteria, will be shortlisted, and commercial bids of such shortlisted bidders only will be opened.

2. **Evaluation of Financial Bids:**

   The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as [Sf = 100 x Fm/ F, in which Sf is the financial score, Fm is the lowest price, and F the price of the proposal under consideration. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1): The weights given to the technical and Financial Proposals are: T= 0.80 and P= 0. 20. S=St×T%+Sf ×P%.

3. Example Table: Bidder A and C tie on total (87.5), Bidder C has a higher technical score and wins.

Bidder	**Technical Score (ST)**	**Weighted Technical (80%)**	**Financial Score (SF)**	**Weighted Financial (20%)**	**Total (S)**
Bidder A	85	63.75	95	23.75	87.5
Bidder B	78	58.50	100	25.00	83.5
Bidder C	90	67.50	80	20.00	87.5

4. If the bid is not clear and unambiguous Department reserves the right to reject the offer.
   Any variation in the rates, etc., will not be allowed on any grounds, such as a mistake or misunderstanding, after the Bid has been submitted.

5. The final selection of the bidder will be based on the QCBS method, considering both technical and financial scores. The highest combined score bidder (H1 bidder) will be selected based on the QCBS Method.

5.2 Service Level Requirements

The SLAs are classified into two categories:

1. Project Start-up SLAs: The project start-up SLAs will remain in effect until the Tapal center is operational.
2. Operational SLAs: The operational SLA's specify the service levels to be adhered to by the

agency post the Go-live of operations.

Project Start-up SLA Requirement: The following activities shall be completed and the Unified Tapal system shall Go-live with T + 15 calendar days, wherein "T" refers to the date of issuance of the Work order:

- Setting up the workstation and Tapal Infrastructure as per the requirements mentioned in Part B.
- Setting up of queue management and announcements system
- Setting up five counters for Tapal operations
- Recruitment and training of Manpower.
- Go-live & start of Tapal centre operations.
- The bidder must work according to the workflow directed by the paperless office system setup, which is established by GBA or BECC

6. Bidding Process

a) This invitation for bids is open to all Indian firms who fulfill the prequalification criteria as specified in the various sub-sections of this RFP.

b) Bidders declared by the Government of Karnataka (GoK) to be ineligible to participate

for unsatisfactory past performance, corrupt, fraudulent, or any other unethical business practices shall not be eligible.

c) Breach of general or specific instructions for bidding, general and special conditions of contract with GoK or any of its user organizations during the past 3 years may make a firm ineligible to participate in the bidding process.

d) Any specific Company can submit only one bid, and a single company submitting more than one bid shall be disqualified and liable to be black-listed by the Department.

e) Invited Bidders are advised to study this Tender document carefully. Submission of Bid for the Project shall be deemed to have been done after careful study and examination of this document with full understanding of its implications

f) Bids shall be submitted in E-Procurement platform only (http://kppp.karnataka.gov.in)

as per the bid submission timelines specified in the E-Procurement platform.

6.1 Procedure for Submission of Bids

Tender Processing Fees and Download of Tender Document: Bidder can download the tender document for free from the portal (http://kppp.karnataka.gov.in) till the due date and time for bid submission. Bidder shall pay the tender processing fees prescribed in the E-Procurement

portal to participate in this tender. The tender processing fees has to be paid through any of the four e-payment options in the portal:

- Credit Card
- Direct Debit
- Net Banking
- National Electronic Funds Transfer (NEFT).

Please note that payments submitted through cheque or demand draft shall not be accepted. Further details regarding e-Payment, please refer to E-Procurement portal at the above-mentioned website or call E-Procurement helpline 080-25501216/25501227

Note: It will be in the interest of the bidders to familiarize themselves with the e- Procurement system to ensure smooth preparation and submission of the tender documents.

6.2 Modes of Submission

All interested bidders shall pay EMD of Rs. 4,50,000/- and Tender Processing fee as mentioned in the E-Procurement portal through any of the online payment modes. Bidders shall submit their Pre-qualification, Technical, and Commercial RFP responses electronically using the unified E-Procurement platform. The e-Proc portal is available at: http://kppp.karnataka.gov.in.

Companies shall submit the tenders only through the unified E-Procurement system before the scheduled date and time for bid submission. Tenders submitted after the due date and time shall not be considered and GBA will not be liable or responsible for any delays due to unavailability of the portal and the internet link.

All the bid documents shall be filled by the bidder and submitted along with other bid documents. Incomplete and incorrect documents may be subject to rejection of the bid.

6.3 Authentication of Bid

The response bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power- of-attorney accompanying the bid. All pages of the bid, except for un- amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

6.4 Validation of interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as

necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

6.5 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by The Commissioner, BECC. The Commissioner, BECC will in no case be responsible or liable for those costs, regardless of the outcome of the Tendering process.

6.6 Clarification on Tender Document

The Bidder can get clarification on any doubts during Pre-Bid meeting on a scheduled date.

6.7 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Commissioner, BECC shall be written in the English language. Any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by a duly attested English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

This bid should be filed in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

6.8 Amendment of Tender

a) At any time prior to the last date for receipt of Bids, the Commissioner, BECC, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute a Revised Tender.

b) The addendum/corrigendum will be uploaded on the eproc.karnataka.gov.in website. The Bidders are requested to visit the website frequently to check for any amendments.

c) The Commissioner, BECC, may at any time during the Tendering process, but before opening the technical bid request, the Bidders to submit revised Technical /Commercial Bids and/or Supplementary Commercial Bids, in case of a change in the Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.

6.9 Bid Validity Period

Period of Validity of Bids: Bids shall remain valid for 90 days after the date of opening of Technical Bids prescribed by the Commissioner, BECC.

A bid valid for a shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation.

Extension of Period of Validity: In exceptional circumstances, the Commissioner, BECC may

request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing. The validity of EMD shall also be suitably extended.

6.10 Modification and Withdrawal of Bids

Written Notice: The Bidder may modify or withdraw its bid after the bid's submission, provided the bidder does withdraw the bid in E-Procurement system before the due date for bid submission.

Signing and Marking of Notice: The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions said earlier. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

Last Date for Notice: No bid may be altered / modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders will not be considered. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

6.11 Consortium Bids

The Bidder is NOT allowed to form a Consortium of any nature whatsoever to perform the Services as specified under this RFP.

6.12 Contacting the Commissioner, BECC.

Contact by Writing: No bidder shall contact The Commissioner, BECC on any matter relating to its bid, from the time of bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of the Commissioner, BECC, it should be done in writing. The Commissioner, BECC, Bangalore shall be the nodal point of contact for agency.

Rejection of Bid: Any effort by a Bidder to influence the officers of BECC in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

6.13 BECC, Right to Vary Scope of Contract at the time of Award

- The Commissioner, BECC may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified.
- If any such change causes an increase or decrease in the cost of or

the time required for the Bidder’s performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, and the Contract shall accordingly be amended. Any

claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Commissioner, BECC changed order.

6.14 Right to Accept Any Bid and to reject any or All Bids

- The Commissioner, BECC reserves the right to accept any bid and to annul the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the Commissioner, BECC.
- The Commissioner, BECC reserves the right to negotiate the commercials with the selected Bidder and seek revised commercial bid.

6.15 Notification of Award

Notification to Bidder: Before the expiry of the period of validity of the proposal, the Commissioner, BECC, shall notify the successful Bidder in writing by registered letter or by fax that its bid has been accepted. The Bidder shall acknowledge in writing receipt of the notification of award and shall send his acceptance to enter into agreement within seven (7) days of receiving the notification.

Signing of Contract: The notification of the award shall constitute signing of the agreement. The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the agreement. At the same time as the Commissioner, BECC notifies the successful Bidder that its bid has been accepted, the Commissioner, BECC will send the Bidders the Proforma for Contract, incorporating all agreements between the parties. Within 3 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it The Commissioner, BECC.

Discharge of Bid Security: Upon the successful signing of the agreement, The Commissioner, BECC promptly request the Bidder to provide performance guarantee, which shall be submitted within 14 days of the notification of the award. On receipt of the performance guarantee, the bid security of all technically qualified bidders will be released. The Bid Security of bidders found technically rejected will be refunded.

Expenses for the Contract: The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

6.16 Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and

violation of any of the conditions will entail termination of the contract without prejudice to the rights of the Commissioner, BECC with such penalties as specified in the Bidding document and the Agreement.

6.17 Bank Guarantee for Contract Performance

- Within a month of the receipt of notification of award from the Commissioner, BECC the successful Bidder shall furnish the performance security at the rate of 5% of the bid amount, in the Contract Performance Guarantee Bond provided in the Annexure to this RFP. Volume.
- Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD. In case of exigency, if the Commissioner, BECC gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.

6.18 Confidentiality of the Document

This Tender Document is confidential and the Commissioner, BECC shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever.

6.19 Rejection Criteria

Besides other conditions and terms highlighted in the tender document, bids may be rejected under the following circumstances:
Pre-Qualification cum Technical Rejection Criteria

- Bids submitted without or with improper EMD.
- If the information provided by the Bidder is found to be incorrect/misleading at any stage/time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids without signature of person (s) duly authorized on required pages of the bid
- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
- Failure to furnish proofs for information provided.
- Technical Bid containing commercial details. Bidders shall ensure that commercial documents are scanned and uploaded in the slots specified in E- Procurement platform.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Failure to furnish proofs for information provided
- Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.

- Bidders not complying with the Technical and General Terms and conditions as stated in the RFP Documents.
- The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.
- If the bid does not conform to the timelines indicated in the bid.

Commercial Rejection Criteria

- Incomplete Price Bid or with Very High/Low Prices.
- Price Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidder does not include all statutory taxes and levies applicable.

6.20 Concessions permissible under statutes

Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sales Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. The Commissioner, BECC will not take any responsibility towards this.

6.21 Liquidated Damages

Subject to clause for Force Majeure if the bidder fails to complete the assignment in compliance to the RFP before the scheduled completion date or the extended date or if agency repudiates the Contract before completion of the Work, the Commissioner, BECC at its discretion may without prejudice to any other right or remedy available to The Commissioner, BECC the Contract, forfeit the entire performance bank guarantee submitted by the agency, apart from blacklisting of the agency for further participation in any of the tenders of The Commissioner, BECC.

Any such recovery or liquidated damages shall not in any way relieve the agency from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

6.22 Termination of Contract

Agency shall adhere to all the requirements of RFP and shall comply with the Non-Disclosure Agreement (NDA) to ensure data privacy. Any violations / non-compliance of any of the contract conditions will entail termination of the contract without prejudice to the rights of The Commissioner, BECC, with such penalties as specified in the RFP and the Agreement. Upon such termination, the Commissioner, BECC, will have the right to forfeit the entire performance bank guarantee submitted by the agency. Furthermore, the Commissioner, BECC reserves the right to blacklist the agency for further participation in any tenders of the Commissioner, BECC.

Upon termination, the Commissioner, BECC, will have the right to put in place any other agency for carrying out the remaining enrolment work.

Any extra expenditure shall be recoverable from the agency.

Where a change of management of the Agency has occurred whereby the Agency company has merged, amalgamated or been taken over, due to which the majority shareholding of the Agency has been transferred to another entity, and in case requirements for the Agency set out in the RFP are not complied with, The Commissioner, BECC can by a 30 (Thirty) days written notice, terminate this Agreement and such notice shall become effective at the end of the notice period.

The Commissioner, BECC reserves the right to terminate the contract citing no reasons whatsoever upon issuance of one month's notice.

6.23 Force Majeure

a) Neither Party to this Agreement or to the SLA shall be liable to the other for any loss or damage which may be suffered by the other party directly to the extent and for the duration of any cause beyond the reasonable control of the Party unable to perform ("Force Majeure") events such as but not limited to acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labor disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc. No failure, delay or other default of any contractor or sub-contractor to either Party shall entitle such Party to claim Force Majeure under this Article.
b) The Party seeking to rely on Force Majeure shall promptly, within 2 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure.
    a. In the event the Force Majeure substantially prevents, hinders or delays the Agency's performance of Services necessary for project's implementation or the operation of Project's critical business functions for a period in excess of 3 days, Greater Bengaluru Authority in the State of Karnataka may declare that an emergency exists. However, when the situation arising out of force Majeure comes to an end in the assessment of the Commissioner, BECC, the Agency shall resume normal activities under this agreement immediately. If the Commissioner, BECC, considers it necessary, may grant an extension of time to the Agency for resuming normal activities under this agreement. If the Agency does not resume normal activities immediately or within the extended period, if any, granted by The Commissioner, BECC will have the option to invoke the

Performance Guarantee, levy liquidated damages, obtain substitute performance from an alternate supplier at the cost of the Agency, and/or terminate this Agreement.

b. Notwithstanding the terms of this Article, the failure on the part of the Agency terms under the RFP to implement any disaster contingency planning, insurance coverage and back-up and other data safeguards in accordance with the terms

of the RFP or this Agreement against natural disaster, fire, sabotage or other similar occurrence shall not be an event of Force Majeure.

7. Award of Contract and its Execution

The award of the contract and its execution shall be in accordance with the terms outlined below.

a) Quoted rates in the financial bid and the conformity to the requirements a specified in the RFP shall be the basis for awarding the contract.

b) The Commissioner, BECC, reserves the right to negotiate with the successful bidder.

c) The Agency is bound to submit any clarification / additional documents that The Commissioner, BECC may request and the same should be furnished within the specified timelines. The cost incurred by the bidders towards application/clarifications or discussions/conference shall be borne by the bidders and The Commissioner, BECC in no case will be responsible or liable for such costs irrespective of the outcome of the process.

d) The appointed Agency shall provide the detailed profile of the manpower (along with the certificates/testimonials) that would be deployed in BECC and its various Boards and Societies in the State of Karnataka, as per this RFP, within 15 days from the date of issue of LOI. The manpower whose profiles are found to be in deviation from the requirement described in this RFP will stand summarily rejected.

e) The successful firm/organization shall not further outsource the assignment to other individual/firms/organizations and if found so, the contract shall be deemed to be cancelled and this shall also lead to blacklisting of the Agency.

f) Confidentiality: The Agency and the manpower hired shall not at any time, communicate to any person or entity any confidential information acquired in the course of providing the services and thereafter except when specifically so directed by BECC and its various Boards and Societies in the State of Karnataka. The selected call center agency shall sign an NDA with the Commissioner, BECC.

8. PAYMENT TERMS

a) Bills for providing manpower services and consumables to the unified Tapal system shall be submitted by the Agency/Agencies by the 5th day of the subsequent month, along with relevant reports, to the Commissioner, BECC, Bangalore, who will serve as the nodal officer for the department. After the scrutiny of the bill and reports, the said board will take necessary steps to make payment. All

payments will be made by the BECC.

b) Bills for setting up the Infrastructure, equipment, Queue management, and announcement system, overhead scanners, display systems, coffee machines, water dispensers, etc., as prescribed in Part B, will be paid immediately once they are verified and certified by the concerned BECC official.

c) The bill amount (for the previous month) will be paid within 15^{th} of the current month.

d) Payments shall be subject to deductions of any amount for which the Agency is liable under the agreement against this contract.
e) Payments shall be inclusive of all taxes as applicable.
f) Should there be a requirement for extension of services of the Tapal centre, payments shall be made as per the terms and conditions of the initial contract.

9. Liability clauses

Liability arising out of any legal conditions shall survive the term of the contract

10. Contract Validity

This tender duration is for 2 years and may be extendable at 1year based on satisfactory performance of the Agency. BECC reserves the right to terminate the contract at any time.

11. Arbitration Clause

The Parties shall use their best efforts to settle amicably disputes, if any arising out of or in connection with this Contract or the interpretation thereof.

If any dispute arises between BECC and its various Boards and Societies in the State of Karnataka and the Service Provider in connection with or arising out of execution of the Project either party may in the first instance, refer a dispute to the Commissioner, BECC, who shall give a decision in writing within 30 days of reference of the dispute. Either party may refer a written decision of the Commissioner, BECC, to arbitration in accordance with the Rules of Arbitration, and the award made in pursuance thereof shall be binding on both parties. If neither party refers the disputes to arbitration within 30 days of the date of such decision of the Commissioner, BECC will be final and binding.

12. ANNEXURES

Format 1 – Bid Letter

To,
Commissioner,

Bengaluru East City Corporation
(BECC)

Sir/Madam,
Subject: Setting up and Managing Citizen Assistance Cell and Unified Tapal System for Bengaluru East City Corporation (BECC) on turnkey basis.
Reference: Tender No: <tender reference number> Dated <dd/mm/yyyy>

Dear Sir/Madam,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect to the " Setting up and Managing Citizen Assistance Cell and Unified Tapal System for Bengaluru East City Corporation (BECC) on turnkey basis" and do hereby propose to provide our services as specified in the Request for Proposal (RFP).

1. **Technical Response:** We confirm having submitted the information as required by you in your Request for Proposal document. This is enclosed in Section ____to Section_____of our technical bid. In case you require any other further information/documentary proof in this regard for evaluation of our bid, we agree to furnish the same in time to your satisfaction.
2. **Bid Security:** We have paid an EMD of Rs /- (Rupees only) through the portal (http://eproc.karnataka.gov.in). This EMD is liable to be forfeited in accordance with the relevant provisions of the RFP
3. **Deviations:** We declare that all the services shall be performed strictly in accordance with the bid documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary any-where else in our bid:
    a. Statement of Deviations on technical, commercial and terms and conditions. Further, we agree that additional conditions, if any, found in the bid documents, other than those stated in deviation schedule, shall not be given effect to.
4. **Performance Bank Guarantee:** We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee in the form prescribed in the RFP.
5. **Validity of this Bid:** We agree to abide by this tender response for a period of 90 days from the date of submission of the bid and it shall remain binding upon us with full force

and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and Greater Bengaluru Authority , Bangalore, Karnataka.

We undertake, if our proposal is accepted, to adhere to the implementation plan for the Proposed System at BECC, put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and Bengaluru East City Corporation (BECC), Bangalore, Karnataka, or its appointed representatives.

We hereby declare that our bid is made in good faith, without collusion or fraud, and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a Bid you receive.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory) Name :
Designation:
Seal:
Date :
Place :
Business Address:

Format 2 - General Information about the Bidder.

Sl. No.	Details of the Bidder (Company)	Details		
1	Name of the bidder			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company	Date:		
		Ref. #		
5	Details of Commencement of Business	Date:		
		Ref. #		
7	Valid Service tax registration Number			
8	Permanent Account Number (PAN)			
9	Tax Deduction Account Number (TAN)			
10	GST Number			
11	Name & Designation of the contact person to whom all references shall be made regarding this tender			
12	Telephone No. (with STD Code)/Mobile Number			
13	E-Mail of the contact person			
14	Fax No. (with STD Code)			
15	Website (if any)			
16	Details of 2 service in (manpower service and digitization operations only) related projects handled in last 3 years. (Purchase order/Work Order/ DWA/ Completion certificate/ Performance certificate).			
17	Financial Details (as per audited Balance Sheets) (in Cr)	2022-23	2023-24	2024-25
	Net Worth			
	Turn Over			
18	The company should be ISO-9001& ISO-27001 Certified			

Company Seal and
Signature Date:
Place:

Format 3 – Declaration of Acceptance of Terms and Conditions in RFP

To,

Commissioner,
Bengaluru East City Corporation
(BECC)

Sir/Madam,

Subject: Setting up and Managing Citizen Assistance Cell and Unified Tapal System for Greater Bengaluru Authority (GBA) on turnkey Basis.

Reference: Tender No: <tender reference number> Dated <dd/mm/yyyy>

****

Dear Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP document [No.] regarding the provision of Implementation and Operationalization of Unified Tapal System for the Bengaluru East City Corporation (BECC)

I declare that all the provisions of this RFP/Tender Document are acceptable to my company.

I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the

Bidder) Printed Name

Designation Seal Date:

Business Address:

Format 4: Undertaking on Office Premises & Resources

This is to certify that << COMPANY NAME >> has an office in Bengaluru and <<

_____>> number of employees work in this office. Relevant address proof is enclosed.

Company Secretary / Authorized

Signatory Name of Signatory:

Bidder Name:

Date:

Place:

Format 5: Commercial Bid format.

(Amount should be quoted on the KPPP portal only.)

Sl. No	Description	The total cost to be quoted in INR Per year (Inclusive of all taxes)
01	Setting up and Managing Citizen Assistance Cell and Unified Tapal System for Bengaluru East City Corporation (BECC) on turnkey basis, including supply of operational equipment's, infrastructure setup, and manpower Deployment at Bengaluru East City Corporation (BECC), Bangalore. (as per section- Requirement from Agency Part-A and Part-B of tender document).	_____ Amount (INR In Figures)

Note:

1. The Successful bidder should quote lumpsum amount for one year as per the below requirement:

PART - A	**Manpower Costing** X **24 Months**	**TOTAL LUMPSUM AMOUNT TO BE QUOTED in KPPP PORTAL** (PART-A + PART+B)
PART - B	**Costing for All the equipment's, Consumables and Maintenance for 2 Years including GST**	

2. The selected Bidder has to provide the Breakup details as quoted in the Financial Bid for both Manpower as Part-A and Tapal system Infrastructure as Part-B (as per tender document) while awarding the contract.
3. No other payment besides the above will be made to the service provider.
4. The Bidders with Freaking costs will be rejected.
5. Applicable taxes may vary as per Government Rules and Regulations

Format 6: Performance Bank Guarantee from a Scheduled Bank

FOR PERFORMANCE GUARANTEE

Ref. No. Bank Guarantee No:
Dated:

To,
Commissioner,

Bengaluru East City Corporation (BECC)

1. Against contract vide Advance Acceptance of the Tender covering "Tender for ……." (hereinafter called the said 'contract') entered into between the Greater Bengaluru Authority in the State of Karnataka, (hereinafter called the Purchaser) and. .....(hereinafter called the Bidder) this is to certify that at
the request of the Bidder we.....Bank Ltd., are holding in trust in
favour of the Purchaser, the amount of 5% of the bid value to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We.....Bank Ltd, further agree that the guarantee herein contained
shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till
.....hereinafter called the said date and that if any claim accrues or arises
against us.....Bank Ltd, by virtue of this guarantee before the said date,
the same shall be enforceable against us.....Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us.....Bank Ltd, by the Purchaser before
the said date. Payment under this letter of guarantee shall be made

promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded, notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

6. We.....Bank Ltd, further agree that the Purchaser shall have the fullest
liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, Bank Ltd., shall not
be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

WITNESS NO. 1

(Signature)
Full name official
Address (in legible letters)

Authorized Bank Representative

(Signature)
Full name,
designation and
address (in legible letters)
with Bank stamp

WITNESS NO. 2

(Signature)

Full name and official
Address (in legible letters)

Attorney
as per
power of
Attorney
No.....
.
Dated.....
.....

Format 7: Undertaking on litigation(s)

This is to certify that << COMPANY NAME >> is not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this RFP.

Company Secretary / Authorized
Signatory Name of Signatory:
Bidder Name:
Date:
Place: